Syssero® Solution Packet

Finding & Merging Duplicate Candidates

Solution Overview

Within Recruiting, Workday® will recognize the possibility of a duplicate candidate, or if a candidate is a current/former employee. Thanks to the Check for Duplicates & Merging functionality, this process can be quite easy and save you loads of time in the future.

You can use duplicate merging to:

- Identify duplicate external candidates who applied multiple times for the same or different positions.
- Identify former (terminated) workers by asking candidates previous worker questions.
- Identify internal existing employee candidates who applied through your external career sites instead of internally.

Impacted Functional Areas

- **Recruiting**

Step 1: Check for duplicates

You can check for duplicates at any time during the recruiting process by checking the Duplicates tab on the Overview section of the candidate profile.

On this screen, all potential duplicate candidates will be listed with the following:

- **Type**: Will list if your candidate is the potential duplicate of another Candidate or Employee
- **Name**: The name of all other candidates, former or existing employees which may be duplicate of your candidate. *Note: If the potential duplicate is a FORMER worker, it will list (Terminated) at the end of their name.*
- **Match Reason**: The reason the potential duplicate was flagged by the system. Either their Name or Contact information matches that of another candidate, former or existing employee.

Step 2: Remove Non-Duplicates

Select Remove if the potential duplicate listed, is in fact, NOT a duplicate of your candidate. Select the Confirm box, Ok and Done. Repeat this process until all are removed who are not duplicates.

Step 3: Merge Duplicates

If the candidate is a duplicate, you will select Merge with another candidate record or former employee/pre-hire record. *Note: If the duplicate is a CURRENT employee, please instruct the candidate to apply as an Internal Candidate via the Find Jobs report in Workday.*

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Select the target candidate to merge with, and the job application(s) & recruiting information will move to this person. Workday will keep the latest updated data.

The merged record keeps the Candidate Home account of the candidate with the last updated email address. Workday keeps personal information on the last updated record or appends it where possible. The grid displays a summary of the merge and the data that will move to the merged record. Select Ok.

"Merge with Other" allows you to manually search for potential duplicates that the system may not have flagged.

If you have incorrectly merged Candidates, you can unmerge records by running the **Merged Candidates** report and then **Unmerge**.

And that's it - you can now find, merge, and unmerge your duplicates. We hope this helps!

For help or more info, reach out to info@syssero.com